MITEL

3300 | IP Communications Platform

MITEL 5330 IP Phone User Guide

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The Mitel® 5330 IP Phones is a full-featured, dual port, dual mode enterprise-class telephone that provides voice communication over an IP network. It has a large graphics display (160 x 320) and self-labeling keys. The 5330 IP Phone offers 24 programmable multi-function keys for one-touch feature access. The 5330 phone provides ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings as well as navigational keys to access various screens and application layers. The 5330 phone also feature a PC Companion application, which is a PC-based desktop programming tool, that allows you to easily configure your phone from your Personal Computer (PC).

The 5330 IP Phone

Feature	**Function**
1) **Display**	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) **Ring/Message**	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.

3) **Volume, Speaker** Provide the following audio control capability: and Mute controls

(**UP**) and (**DOWN**) provide volume control for the ringer, handset, and handsfree speakers.

(**SPEAKER**) enables and disables Handsfree mode.

4) **Fixed Function Keys**

Gives you access to the following phone functions:

- (APPLICATIONS): provides access to menus for your phone's additional features.

- (CANCEL): ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.

- (REDIAL): calls the last number dialed.

- (HOLD): places the current call on hold.

- (TRANS/CONF): initiates a call transfer or establishes a three-party conference call.

- (MESSAGE): provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox.

Note : The Ring/Message indicator also flashes when messages are waiting.

5) **Keypad** Use to dial.

6) **Navigation Page Keys**

Use to display additional pages of information.

7) **Programmable Feature Keys and Softkeys.**

Provides 24 self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom key is always your Prime Line key. The top keys above the dark line are softkeys.

8) **Handsfree Speaker**

Provides sound for Handsfree calls and background music.

9) **Handset** Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the

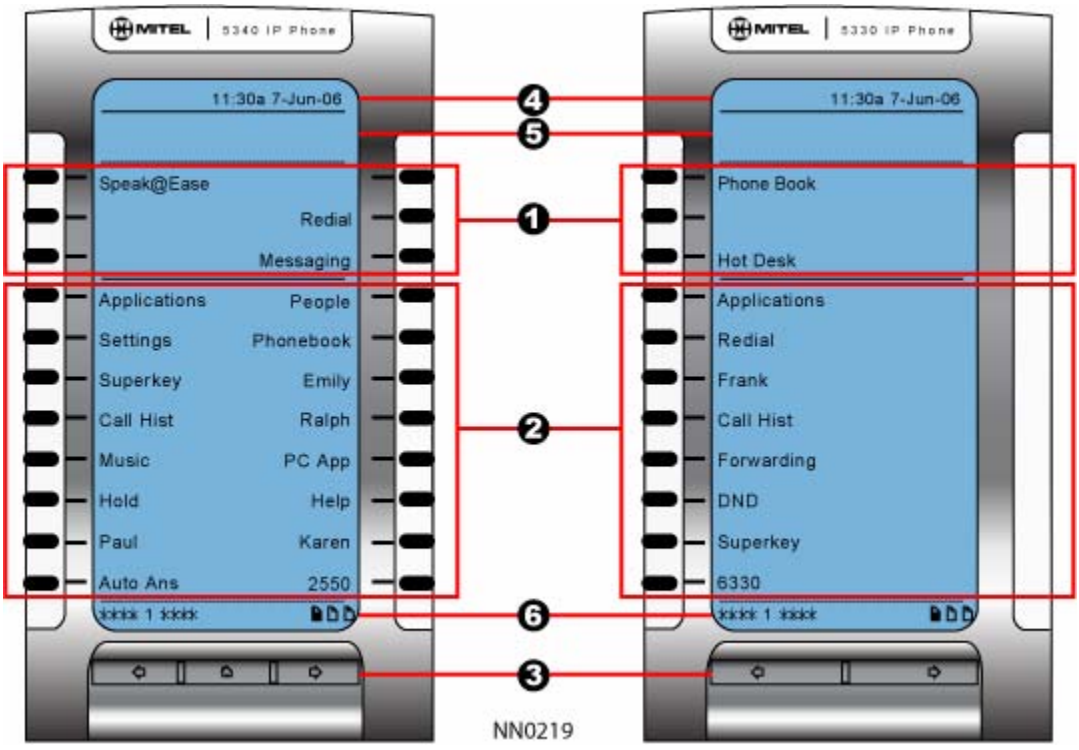
keys.

To tilt your telephone for better viewing:

1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand To detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:

    a) For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.

    b) For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.



5340 and 5330 IP Phone Window

1) **Softkeys**

Allow you to access specific call control features, which are context sensitive. Non-programmable feature keys, which are specific to the application or state of the set. The 5330 provides three softkeys.

2) **Programmable Launch specific call control features**

Use the *Settings* application or the PC Keys Companion application to program these keys. The 5330 provides 8 per page (a maximum of 23 programmable keys plus 1 prime line key). For instructions on programming the keys, see Programming Features on Your Keys.

3) **Navigation Page**

Display additional pages of information. The 5330 has two page navigation keys; back and next.

4) **Status Line**

Displays time, date, and icons indicating feature states as follows:

Message Waiting ( ) - Indicates new voice mail.
Headset ( ) - Indicates that the phone is in headset mode.
DND ( ) - Indicates DND (Do not disturb) mode.
Logged in as ( ) - Indicates that a hot desk user is logged in.
Conference Unit ( ) - Indicates that the Conference Unit is connected and turned on.

5) **Information Area**

Provides prompts in most phone applications. Content changes based on the application.

6) **Footer**

Shows context and summary information based on information in the Programmable Keys area, such as Page Indicators, numbers or items, and so forth.

MAKING AND ANSWERING CALLS

You can make a call using one of the following methods:

- Dial the number using the dialpad (must dial 9 for outside dial tone).
- Press the programmed key associated with the party you want to call. For more information about programming keys, see Programming Features On Your Keys.
- Use **Phone Book** (see Phone Book below).

Phone Book

To use Phone Book:

1. Press **Phone Book** (if available) or the key programmed as **Phone Book**.
2. Enter the name of the desired party, as follows:
    - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
    - Use the <— softkey to correct errors.
    - If the next letter in the name is on the same digit key as the previous letter, press the —> softkey before proceeding.
    - If required, press —> softkey to add a space between the first and last name.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If more than one match is found, press the **Next** softkey.
6. Do one of the following:
    - To make the call, press the **Call** softkey.
    - To edit the entry, press the **Backup** softkey.
    - To exit, press **Cancel** or **Superkey**.

Answer a call

Do one of the following:

- Select the programmable line key.

- Lift the handset or press (**SPEAKER**).

End a call
Do one of the following:

- Press **Hang Up** or **Cancel**, ()
- Replace the handset.
- Press the key that you have programmed as Cancel.
- If you are in Handsfree mode, press (**SPEAKER**).

Redial
To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press (**REDIAL**).

Redial – Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ***9**

To Redial a saved number:

1. Lift the handset.
2. Dial **#9**

Handsfree Operation

To use Handsfree to make a call:

1. If you want to use a Non–Prime Line, press a Line Appearance key.

Note: Your administrator must program Line Appearances to your phone.

2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit

and receive audio.

To hang up while using Handsfree operation:

- Press (**SPEAKER**).

To turn Mute on during Handsfree operation:

- Press (**MUTE**). The Mute key light turns ON.

To turn Mute off and return to conversation:

- Press (**MUTE**). The Mute key light turns OFF.

To disable Handsfree operation:

- Lift the handset.

To return to Handsfree operation:

1. Press (**SPEAKER**).
2. Hang up the handset.

Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:

- Press (**MUTE**). The (**MUTE**) light turns ON.

To turn Mute off and return to the conversation:

- Press (**MUTE**). The (**MUTE**) light turns OFF.

Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

CALL HANDLING

Hold

To place a call on Hold:

- Press (**HOLD**).

To retrieve a call from Hold, do one of the following:

- Lift the handset and press the flashing line.

Transfer

To Transfer an active call:

1. Press (**TRANS/CONF**).

2. Dial the number of the third party.

3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press (**CANCEL**).

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press (**TRANS/CONF**).

2. Dial the number of the next party.

3. Wait for an answer.

4. Press (**TRANS/CONF**).

To leave a Conference:

- Hang up or press (**CANCEL**).

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held

To move a call on hold to another line appearance:

1. Press an available line key.

2. Press the **AddHeld** softkey.

3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **AddHeld** softkey.

2. Press the flashing line key.

Swap

To call another party when you are in an established two–party call:

1. Press (**TRANS/CONF**).
2. Dial the number.

To alternate between the two parties:

- Press the **Trade Calls** softkey.

Call Forwarding

Call Forward lets you redirect incoming calls to an alternate number when your phone is busy, when you're not answering, or all the time.

USING QUICK CALL FORWARD ALWAYS

To program and enable Call Forward Always:

1. Launch Applications • : and press Call Forwarding
2. If a number is already programmed, you can
   - Press Activate to enable forwarding to the current number
     or
   - Enter a new destination number and then press Activate.

Note: Call Forward Always takes precedence over all other types of forwarding.

To deactivate Call Forward Always:

1. Launch Applications• : and press Call Forwarding
2. Press Deactivate.

USING OTHER FEATURES

Callback

The Callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To request a Callback when you reach a busy or unanswered station:

1. Press **Call Me Back**.
2. Hang up.

When the party is available, your phone starts ringing, and the display shows the Callback ringing indicator.

To answer a Callback:

- When you see the Callback ringing indicator, lift the handset.

CANCEL CALLBACKS

To cancel a specific Callback:

1. Press **##1**
2. Enter the Extension number to cancel.

To cancel All Callbacks:

1. Press **#1**

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Press the **Pickup** Softkey.

To answer a call that is ringing at another extension not in your Pickup Group:

1. Lift the handset.
2. Dial **#7**.
3. Dial the number of the ringing station.

Speed Call

Speed Call is an application that allows you to dial a specific number with one key press. You must program Speed Call on a Programmable key. For more information on programming this key, see Program Feature Keys Using the Settings Application.

To make a Speed Call:

- Press the key that you have programmed as your Speed Call key.

Speed Call – Personal

To Store a Personal Speed Call number:

1. Lift the handset.
2. Dial ***56.**
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored.
5. Hang up.

To Dial a stored Personal Speed Call number:

1. Lift the handset.
2. Dial **#56**.
3. Enter an index number between **00** and **09**.

Adjust the Ringer (Volume & Pitch)

To adjust the Ringer Volume/Pitch while the phone is idle:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press "**Ring Adjust**".
4. Press **"Ringer Pitch"**

   OR
6. Press the **No** softkey to get to Ringer Volume
5. Press "**Ringer Vol**".

For both settings

6. Press (**UP**) or (**DOWN**), to either adjust the volume or listen to the different pitches – if adjusting pitch to save the desired pitch pick up the handset and replace it.
7. Press **Superkey**.

Note: Adjusting ringer volume also adjusts cordless headset/handset ringer tone.

To adjust the Ringer Volume while the phone is ringing:

- Press (UP) or (DOWN).

Notes: If the phone is in talk state, this action adjusts the volume of the handset, headset or speaker. If the phone is idle, this action adjusts the contrast.

USING YOUR PHONE APPLICATIONS

Your 5330 IP Phones provide applications that simplify the use of your phone.

To open the *Applications* window, press the blue **Applications** key. The *Applications* home window gives the current status of your phone's applications.

To open an application, press the key beside the application name:

- **Call Forwarding:** Use the *Call Forwarding* application to quickly set Call Forward Always and to create Call Forward profiles that identify where to send your incoming calls. The Call Forwarding window shows a list of your Call Forwarding profiles and indicates which one is active. See Call Forward for more information on how to add, edit, delete, and activate Call Forwarding profiles.
- **Call History:** Use the Call History application to display lists of the calls that you have missed, made, and answered. This feature allows you to filter the call records and display information on each call on the list. See Using the Call History Application for more information.
- **Conference Unit**: Use the *Conference Unit* application to control the 5310 IP

Conference Unit. Use this application to turn the conference unit off or on, to adjust the volume, or to put the conference unit into Presentation mode. You can only run one Conference Controller session at a time. The *Conference Unit* application is available only when your phone is connected to a 5310 Conference Unit. See Using Your Phone with the 5310 Conference Unit for more information.

- **Cordless Module and Accessories**: Use the Cordless Module application to configure and view status of cordless accessories. See Using the Cordless Module for more information.
- **Settings**: Use the *Settings* application to display and quickly change your phone's current communications settings. See Using the Settings Application for more information.
- **Launch PC Application**: Provides a launch point to the PC Companion Application. See *Using the PC Companion Application* for more information.
- **Help**: Provides access to Launch PC Help and Quick Help and displays a list of the key icons.
- **Call Info**: Use the *Call Info* application to display caller information on your phone's prime line. Call Info appears automatically on incoming calls if the Call Notification— Display Call Info Setting is enabled and Call Info is available

Using the Settings Application

The *Settings* application provides a single location to access all your phone settings.

The *Settings* window provides access to the *Settings* application. Select any of the options below to access a window where you can view and configure settings for your phone. The Settings window provides the following:

- **Programmable Keys**: Use to assign features to the Programmable Keys that are available in the *Phone* application.

- **Languages**: Allows you to select the language in which phone prompts and applications appear. Supported languages are English, French, Spanish, German, Dutch, Italian, and Portuguese. Note: The system can support up to three languages at one time. Language choices appearing in the phone display are controlled by ICP programming.

- **Text Size**: Allows you to specify the font size (large or small) for the 5340 IP Phone.

- **Call Notification**: Use to specify that the *Phone* application behavior when incoming or outgoing calls occur.

- **Brightness and Contrast**: Allows you to adjust the display brightness and contrast of your phone.

- **Screen Saver**: Allows you to specify a specific time of inactivity on your phone that triggers the screen saver to display.

- **Audio Feedback**: This setting allows you to adjust the volume of the audio feedback as well as the error beeps and enable or disable the setting.

- **Message Key Configuration**: Allows you to configure the Message key.

- **PC Connectivity**: Allows you to enter a password that is used by the phone to establish communications with the PC-resident 5330/5340 Companion application.

- **About 5330 IP Phone**: This screen displays the software release.

Call History

Use this application to display logs of your most recent 50 calls. After the 50-call limit has been reached, the oldest log is replaced each time a new call is missed, made, or answered.

From this application, you can

- display logs by type
- display call information (if available) for the logs
- return missed calls by pressing a key
- delete or modify digits before saving or dialing a call
- delete logs

If you are a hot-desk user, you can view and maintain your call history logs when you are logged into another extension.

View Call Log Details

1. From the idle display, press the blue Applications key and then press **Call History. (Missed Calls)** appears next to the key label if you have missed calls.

2. Press
   - **Missed** to view your missed calls (if any).
   - **All** to view a list of all logs (5340 IP only)
   - **Answered** to view logs of your incoming calls
   - **Made** to view logs of your outgoing calls.

3. Use the navigation keys at the bottom of the display to move to the previous, first, or next page of logs. The total number of logs in the current list is shown in the bottom left corner of the display. The bottom right corner shows the range of logs (for example 1 -7) that are currently displayed.

4. Press the key to the left of the log to display the call details:

   - Name and number (if available)
   - Log type and number of attempts (for example 2x)
   - Type of call: Transfer (Tsf.) or Conference (Conf.)
   - Time and date of log
   - Duration of call in hours:minutes:seconds (for Made and Answered logs).

5. Do one of the following:

   - If necessary, use the keypad, **Delete Digit,** and **Backspace** keys to modify the number. Press **Dial** to call the number
   - Press or or at the bottom of the set to display details for another log.
   - Press **Close** to return to the previous list. **Review Call Log Icons**

Delete Logs

To delete an individual log press the key to the left of the log to display the call details and

then press **Delete Log Entry**.

To delete all logs by type

1. From the idle display, press the blue **Applications** key and then press **Call History**. or Press the **Call History** feature access key. **(Missed Calls)** appears next to the key label if you have missed calls.

2. Press
   - **Missed** to view your missed calls (if any)
   - **All** to view all logs (5340 IP only)
   - **Answered** to view logs of your incoming calls
   - **Made** to view logs of your outgoing calls.

3. Press **Delete List** to delete all logs from the currently displayed list.
4. You are prompted to confirm the delete. Press **Delete**.

To access the 5330 IP Phone help and documentation:

1. Press the blue **Applications** key.

2. Press **Help**. You have the following options:

- Press **Key Icons** or **Quick Help.**
- Press or or at the bottom of the set to view items for the selected help option.

3. Press **Close**.

Specify User Information

To specify the phone number displayed on your phone:

1. Press **Settings**.
2. Press **User Information**.
3. Press **Edit Name.**
4. Using the dial pad, press the appropriate letters to spell your name.
5. Press **Save.**
6. Press **Edit Number**.
7. Using the dial pad, press the appropriate numbers for your line.
9. Press **Save** again.

Note: Press **Cancel** at any time to exit this application without making any changes or press **Clear** to clear the entered name and number.

To Specify Language:

1. Press **Settings**.
2. Press the **Language** setting.
   The phone displays the three language selections that are currently programmed in the ICP.
3. Select the appropriate language and press **Save**. The phone displays your chosen language.

Specify Display Brightness and Contrast

You can adjust the brightness and display contrast either via the phone volume controls (when the phone is idle) or via the *Settings* application. (Brightness adjustment on a 5330 IP Phone is available on models with backlit displays only.)

To adjust the display contrast using the volume controls:

- Repeatedly press (**UP**) or (**DOWN**).

Note: You can use this method only when the phone is idle. If the phone is ringing, this action adjusts the ring volume. If the phone is in use, this action adjusts the handset, headset and speakerphone volume.

To adjust the display brightness and contrast using the *Settings* application:

1. Press Settings.
2. Press **Brightness and Contrast**.
3. Press the Brightness and Contrast keys to adjust the brightness and contrast of your screen.

4.Press **Save**.

To Adjust the Feedback Volume:

1. Press **Settings**.
2. Press **Audio Feedback**.
3. Set the options using the appropriate actions described below:

   Option Action
   Turn audio feedback off for errors Press **Turn Off**.
   Adjust audio for error beeps Press **Volume +** or **Volume –**
   Turn audio feedback on for errors Press **Play Error Tone**

4. Click **Save**.

Specify Text Size :

To specify the text size that displays on the phone:

1. 1. Press **Settings**.
2. 2. Press **Text Size**.
3. 3. Select **Large Text** or **Small Text**.
4. 4. Press **Save**.

Program Feature Keys Using the Settings Application

To program a Phone Feature or hard key:

1. Press blue **Applications**

2. Press **Settings** .

3. Press **Programmable Keys**.

4. Press the key you wish to program.

5. Press **View Features**.

6. Use the Page Navigation keys to move through the features list.

7. Select the desired feature or fixed function key from the list. A default label is automatically assigned to the key.

8. Enter the required information in the fields provided, if necessary.

9. Press **Save**.

10. Press **Close**.

To program a *Phone* Application:

1. Press blue **Applications** .

2. Press **Settings.**

3. Press **Programmable Keys**.

3. Press the key you wish to program.

4. Press **View Applications**.

5. Select the desired application.

6. Press **Save**.

7. Press **Close**.

To program Speed Call:

1. Press blue **Applications** .

2. Press **Settings**.

2. Press **Programmable Keys**.

3. Press the key you wish to program.

4. Press **Speed Call**.

5. Press **Edit Label** and enter the label for the Speed Call.

6. Press **Save**.

7. Press **Edit Number** and enter the phone number for the Speed Call:

    - The maximum length is 26 characters.

    - 0-9, # and *. Pause and Flash are not allowed.

    - The hard dialpad cannot be used to enter the number.

8. Press **Save**, and then press **Save** again.

9. Press **Close**.

Clear Programming from a Key

You may wish to clear the programming from a key if you are no longer using it.

To clear the feature or application programming from a key:

1. Press blue **Applications** .

2. Press **Settings.**

2. Press **Programmable Keys**.

3. Press the key you wish to clear.

4. Press **Clear Key**.

Either press **Cancel** or reprogram the key.